

CR301 QUARTERLY

Est. 2001-in Surprise

10 full years of quality volunteer crisis intervention services

SURPRISE FIRE DEPARTMENT

SPECIAL POINTS OF INTEREST:

- Remembering When Grant
- CR Forms Online
- CR301 THEN.....

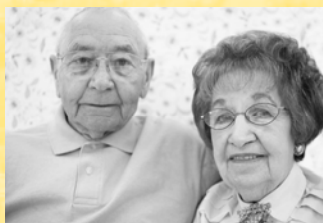
REMEMBERING WHEN GRANT

Surprise Fire Department Crisis Response won a grant from The Remembering When Program through the National Fire Protection Association (NFPA). This grant provides educational materials regarding fall and fire prevention to give to older adults in our local community.

There are three key items regarding this grant:

- 1) Five community presentations will be conducted to older adult communities regarding fall and fire prevention.
- 2) Two Train the Trainer presentations will be given to people who will be providing services to the older community.

- 3) Twenty-Five home visits will be made with older adults in their community to educate them about



Did you know that after the age of 85, risk of death due to fire and fall accidents increase substantially?

fall and fire prevention.

In addition to providing fall and fire prevention education, CR301 when responding to the homes of older adults will

make a brief assessment of the needs of the older adult. If services are needing to be arranged to assist the older adult then CR301 is paired with HomeCare Resources to have a timely assessment made and services and resources arranged for care.

CR301 will also provide an Elder Care Packet which lists numerous local resources and valued information.

This will help CR301 to expound on the customer service we currently provide and help the older adult obtain services that they need.

WAY TO GO CR301!
You Do Awesome
Work!

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CR FORMS — — — ON THE INTRANET

CR301 is heading toward being paperless!

CR Forms are available for completion on the Intranet. Volunteers are to go to the Intranet and under Forms-Crisis Response- is a list of forms that can be opened, completed online and submitted to CR's Administration.

Forms online are:

- Incident Report
- Daily Shift Checklist (there is now a check all box if all items are accounted for and no order s are needed.)
- Vehicle Inspection Checklist- Alternate Vehicle Checklist

-Ride Along

-CR Follow up Form

-Annual CR301 Policies and Procedures

We are doing our part to help save the environment and trees! Plus this makes the process of paperwork easier.

CR EVENTS FOR THE 1ST QUARTER

Starting the new year of 2012 off right with many events for CR! Although some have passed, here's a list of the events for the 1st quarter with CR:

January 19th-CR Quarterly Meeting 6-8 pm, Auditorium (Surprise Public Safety Bldg.)

January 21st and January 31st 11:30am-1:30pm-Phoenix Alarm Room Observation

January 23rd, 24th and 25th- Fall and Fire Prevention Training with Surprise Fire Crews

February 1st-CR Presentation at Sun City Grand

February 1st -CR Interviews- 2:30-4:30pm

February 3rd- SunFlower RV Resort Health Fair, 9am-12pm

February 9th- CR Presentation to Sun City West Fire Dept- 1pm

February 23rd- (Remembering When Fall and Fire Presentation) -Surprise Senior Center 12-1pm

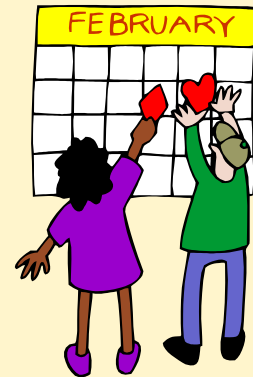
February 28th-Happy Trails Health and Wellness Fair, 9am-2pm-Surprise

March 1st- (Remembering When Fall and Fire Presentation) - Surprise Senior Center 12-1pm

March 7th- (Remembering When Fall and Fire Presentation)- SunFlower RV Resort-12:30-2pm

March 20th-Hospice of the Valley Training- "Caring for the actively dying" 4-5pm, 6-7pm-Surprise Public Safety Bldg-Auditorium (RSVP)

March 28th- (Remembering When Fall and Fire Presentation)- Sun City Grand 1-2:30pm



1st Quarter Events- CR

TRAINING FOR CR

"Kindness is the language which the deaf can hear and the blind can see" -Mark Twain

Training is such an important part of the CR program.

During CR's Quarterly meetings, training sessions are held regarding subjects that pertain to the CR role.

In addition to having training at CR's quarterly meetings, additional trainings will be held for those who want to obtain more information in a certain area.

An upcoming training is scheduled with Hospice, which will help CR volunteers understand how

Hospice works on calls. The training is scheduled for March 20th and there are two sessions, 4-5pm and 6-7pm at the Surprise Public Safety Bldg-Auditorium. Please RSVP to Stephanie for this training.

Driver Safety Training is being redrafted. Although an obstacle training will not be conducted, additional trainings will be offered at the quarterly meetings and online via the Intranet!

CR Volunteers are a part of the EOC (Emergency Operation Cen-

ter) response. To increase knowledge of Incident Command, CR Volunteers complete online courses via FEMA's website. Two courses for CR Volunteers to complete are IS100 and IS700. During downtime go to the FEMA website and complete. Here's the website address: <http://www.fema.gov/emergency/nims/NIMSTrainingCourses.shtm> IS700 can take up to 3 hrs to complete. Allow yourself time to take the course.



WHY PEOPLE VOLUNTEER - THE TOP THREE REASONS PEOPLE VOLUNTEER

Why do people get involved as a volunteer in an organization? What is the motivation for people to take their time, money and talent to become involved? What does it take for volunteers to get involved and stay involved? The question is WHY?? Motivation is an inside job. People do

things for their reasons, so our role is to create an organization culture that stimulates the inner motivation of each volunteer. Most people respond to three levels of motivation: **Basic Level**-Self serving drive, **Secondary Level**-Relational drive, **Highest Level**-Belief drive. For the

Basic Level-people join an organization because it meets their needs. For the Second Level-People volunteer because of friendship. For the Third Level-People volunteer because of their passion for the cause, which is the strongest level of commitment.

Ask yourself, which level are you?

For more information on this interesting topic read: The New Breed: Understanding and Equipping the 21st Century Volunteer by Tom McKee.

NEW CR301 VOLUNTEERS!

CR301 is excited about our new CR volunteers joining the team!

They are: Rhea Christorhus, Audra Colson, Lynnette Denny, Dee Funk, David Gundlach, Laurie Harper, Amanda Keenom, Aleta Knight, Jim Lundeen and Johanna Roccanova. Their bios are up on our New Volunteers Board at the CR quarters. Read up on our new CR volunteers and welcome them to our team!



Jim Lundeen



Aleta Knight



Dennis Gundlach



Vanessa Rhodes



Audra Colson



Lynnette Denny

Not pictured: Johanna Roccanova, Laurie Harper, Amanda Keenom, Dee Funk, Rhea Christorhus



CHILD PASSENGER SAFETY

Teaching families how to safely transport their children is the heart of the Safe Kids Buckle Up program. Using car seats, booster seats and seat belts the right way on every ride saves lives.

CHILD PASSENGER SAFETY FACTS:

- Motor vehicle crashes are the leading cause of death among children ages 3 to 14.

- Correctly used child safety seats are extremely effective and reduce the risk of death as much as 71%.
- Nearly 73% of child restraints are not installed or used correctly.
- Nearly half of kids 14 and under who died in crashes were completely unrestrained. (safekids.org)

- **CAR SEAT CHECK UP EVENTS:** Car seat clinics are held at Fire Station 305 - 15517 N. Parkview Place, Surprise, AZ. 85374. These are held every 1st and 3rd Tuesday of the month from 9am-11am. To schedule an appt contact Fire Administration at 623-222-5000.
- **CR Volunteers:** Consider becoming a Car Seat Technician! Car Seat Tech Trainings will be announced.

"A life is not important except in the impact it has on others." - Jackie Robinson (1919-1972) American Baseball Player

CR301 STATS FOR LAST QUARTER, 2011

CR301's Customer Service Hours on Scene for the 4th quarter, 2011 was 167.58 hrs.
Total Customer Service Hours for 2011 was 684.40 hrs.

CR Volunteer Hours donated for 4th quarter, 2011 was 3,857 hrs.

Total CR Volunteer Hours donated for 2011 was 18,081 hrs.

Currently a volunteer's value of work per hour is \$21.86. Multiply donated CR Volunteer hrs of 18,081 x value of work per hour of \$21.86—

CR 301's monetary contribution is \$395,250.66 for the year 2011.



WOW!! A Definite Help To The Bottom Line!

CR301 THEN.....



Frank T--devoted CR volunteer (2004 CR Training)



CR used to be AR for Alternative Response.
** More CR History to come in future CR newsletters**

WE'RE ON THE WEB AT
WWW.SURPRISEAZ.GOV



**SURPRISE FIRE
DEPARTMENT CRISIS
RESPONSE 301**

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Birthdays and Anniversaries for CR Volunteers for

1st Quarter: January-March

January Birthdays: Ron R-1/3 Dennis G-1/8, Mike S-1/14, Eugina W-1/20, David R-1/27

February Birthdays: Heather P-2/13, Carole D-2/14, Christie N-2/17

March Birthdays: Frank T-3/2, Jim L-3/8, Jim W-3/8, Theresa E-3/14

Anniversaries with the CR Program (start date when released from practicals):

January: 1 Year: Gaylen B, Rebecca N:

2 Year: Gabe S, 3 Year: Marie M, 5 Year: Eugina W

February: 4 year: Cheryl W

March: 2 Year: David R, 3 Year: Jim W,

5 Year:-Karen S, 8 Year: Frank T

C R 3 0 1 K U D D O S - Y O U M A K E U S P R O U D !

CR receives many thank you's from both internal and external people that we provide services for. Here's a couple of kudos sent to the CR team.

You matter and make such a difference in the lives of others!

Dear Jane L and Cheryl S.

You never know how many good people are in the world until you have a family crisis. I really appreciate all your comforting words and all the paramedics did on the day my husband, Frank passed away. God bless you for all the good you do. Love, Fran

Stephanie and the entire CR team.

There are no words that can express my sincerest appreciation for all that has been done to assist my family during our tragic loss. The services that were offered were so desperately needed and are so appreciated. My family could not have gotten through without CR's help. Thank you so very much. God bless you ALL! Kim D.



To Marie M and Jack M, We, our family want to thank you so much for being at my daughter's home here in Surprise when my son passed away in her home on Christmas Eve morning. You gave us comfort when there was so much sorrow. Thank you again for your kindness and the good you bring to families. With deep appreciation, Judy S.

KUDDOS! KUDDOS! KUDDOS! KUDDOS!